TCP Training FAQ

Updated 3/2/26

Context

The TCP Training Team is transitioning systems to make it easier to register for and attend trainings, determine training requirements, and track training progress. This transition will be gradual to allow users and trainers to adjust to the new system and to identify and remove any barriers to the system along the way.

As we transition to this new system, this document will be updated to reflect those changes.

You work hard for your clients, and we want the trainings to work for you. Let us know what's working and what's not by providing feedback here.

General Information

Helpful terms

- Live (trainings)

  Live trainings are trainings in which the trainer and attendees meet virtually or in-person at a designated time, and the trainer provides instruction at that time.

- On-demand

  On-demand trainings are self-paced trainings that can be taken at any time. The training is either recorded, or a series of resources.

- Training Topics

  Training topics are the TCP/DHS required subjects covered in a training. Some trainings cover multiple topics. TCP has moved to covering training compliance based on topics rather than training title, as some trainings cover multiple topics.

- Training Transcript

  This is the official way that TCP asks you to track your training progress. The training transcript lists the required training topics that you must attend trainings on and the frequency that training is required.

  Training transcripts are found in your program's contract with TCP.

Overview

1. What trainings do I need to attend?

   o Staff: Review the training transcript with your supervisor.
   o Supervisors: Training requirements are listed in program contracts. Please review your contract and contact the Training Team with any questions.

2. How often do I need to attend trainings?

- o   Training requirements, including frequency, are listed in program contracts.

3. I can't attend the training from TCP. Can I contact the trainer directly to schedule another training session?

- o   If you are seeking a training that TCP offers, you must take it through TCP's scheduled offerings to receive credit. TCP's scheduled trainings are emailed in the monthly schedule and sign-ups are typically through Eventbrite, although some of our trainers may use their own registration sites.

4. I work at a DHS funded program. Am I required to take all the TCP trainings?

- o   Contact your DHS contract administrator and review your contract for that information.
- o   DHS has their own list of required training topics. Many of their topics overlap with trainings TCP offers, so DHS accepts the trainings TCP offers.*
- o   *This information is subject to change based on DHS's polices. Please consult DHS with any questions or concerns.

5. What should I do if I need a reasonable accommodation?

- o   Please email training@community-partnership.org to request a reasonable accommodation for all TCP trainings.

Training Calendar

6. When does the training calendar come out?

- o   The training calendar will be sent out on the Monday of the last full week of the month.
- o   This schedule may be adjusted to account for holidays.

7. How do I receive the monthly training calendar email?

- o   The monthly training calendar email will only be sent to the contact person listed on the program's 904 form.

8. How do I update the contact person listed on the 904 Form?

- o   Please contact your program's leadership to complete this.
- o   A blank 904 form can be found on the TCP website.
- o   To update your 904 form please submit a new copy with updated Training Point of Contact to the TCP Contract Support Specialist that you submitted your contract deliverables to.

9. How often are the trainings offered?

- o   Most trainings are offered twice monthly, but there are some exceptions. This information is listed in the Course Catalogue on the TCP website.

Registration

10. How do I register for trainings?

   o Live trainings
      a. Currently, TCP utilizes Eventbrite for most training registration; although, some trainers use different systems. Links for the registration are sent via email to the designated point of contact. See the training calendar section for more information.
   o On-demand trainings
      a. On-demand trainings do not require registration in-advance. Whenever you're ready to start the training, you can enroll in the course and begin.

11. Do I need an Eventbrite account to register through Eventbrite?

   o You do not need an Eventbrite account to register for the trainings, but it may be easier in order to manage the trainings you register for.
   o If you are no longer able to attend the training and need to cancel your registration, you will need to create an Eventbrite account.

12. How do I cancel my training?

   o Please refer to "How to Cancel Your Eventbrite Registration" for step-by-step instructions on canceling your Eventbrite registration.
   o You must cancel your registration if you are unable to attend a training. Please cancel your training registration as soon as possible, and no later than 48 hours prior to the training.

13. What email should I use to register?

   o You must use your work email address to register for trainings.
   o Please double check your email address is entered correctly.
   o In our current system, your email is how you will receive all training correspondence, including the training link and your certificate.

14. Can I register other people for training?

   o Through Eventbrite, yes, but you must complete separate registrations for each person, filling in their individual information (name, email address, etc.).

15. When can I register for trainings?

   o For live trainings
      a. Currently, live training sessions open for registration when the training calendar with registration links is sent out to the contact person(s) at each program.

  b. Training registration will close 2 days before the training is scheduled to take place.
- On-demand trainings
  a. You can sign up for these anytime.

16. How do I know if I successfully registered for the training?

- Eventbrite:
  a. You will receive a confirmation email from Eventbrite immediately after you register. Please check your spam folder.
  b. If you did not receive a confirmation email, you may have incorrectly entered your email. Contact the [Training Team](#) as soon as possible to receive assistance.

Attending the Training

17. When will I receive the link for the training?

- Eventbrite
  a. You will receive the link for the training 24 – 48 hours before the date of the training.

18. How will I receive the link for the training?

- The training link will be sent to the email you registered for the training with.
- Sometimes emails from Eventbrite or our trainers go to your Spam/Junk folder, so make sure you are checking those folders.

19. I did not receive the email with the link. Is there another way to find the link?

- Eventbrite
1. If you notice you have not received the training link 24 hours before the scheduled training, please email training@community-partnership.org.
2. Same-day training link requests are strongly discouraged. Our team may not be able to answer you quickly enough for you to be able to join the training before the grace period has ended.
3. Please check your Spam/Junk folder, or any other email address inbox you may have registered with for the link.
4. The training link is usually listed on the training's event page on Eventbrite. You can access this by clicking on your Eventbrite ticket.

20. My coworker did not register for the training, can I forward the meeting join information to them?

- No. Everyone who attends the training must be registered. Anyone joining the training who is not registered may be removed from the meeting.

21. Can I join trainings by phone call?

- No, you may not *only* call into a training. You must be able to see the presentation.
- If you need to call into a training for audio purposes, you must also join with a device that has a screen to be able to see the presentation.

22. Can I join trainings using the app on my cell phone?

- Yes, but joining via computer is strongly preferred and recommended.
- Some trainings will require attendee participation through chat, polls, video, unmuting, or other activities. If you are unable to participate in some or all of these activities, you may not receive credit for attending the training.

23. I lost connection during training. What should I do?

- Attempt to rejoin the training.
- Contact the person leading the training or the moderator.
- Each training invitation will include the procedure for technical assistance during the training.

24. Can I complete other work-related tasks during the training?

- Short answer: No.
- Supervisors should not expect other work-related tasks to be completed during the hours you spend in a training.
- We understand you have a lot of other work responsibilities outside of completing the required trainings. We also know situations may arise that require your immediate attention. With that being said, in order to ensure you receive credit for the training, you should be paying attention and participating.
- If you need to step away for more than 10 total minutes, you will need to attend a different training session. If you need to step away for 10 minutes or less (total), you may want to alert the trainer or moderator so you don't miss attendance.

25. How can I ensure a successful training?

- Confirm you received the training link at least one day before the training is scheduled.
- Contact training@community-partnership.org if you are missing the training link the day before.
- Connect to the training via computer rather than a cell phone.
- Ensure strong and consistent internet connection before the training.
- Be present and participate throughout the training and for all attendance checks.
- Try and learn something new! If you've attended this training before, listen for differences in best practices, new perspectives, and policy changes.

26. What is the grace period? When does the training room close?

- Every training has a 15-minute grace period to ensure all participants are able to join the training.

o Exactly 15 minutes after the scheduled start of the training, the training room will close and no additional attendees will be allowed into the room. No exceptions.

27. Can I use my AI notetaking service to take notes during the training?

o No. AI notetaking services are not permitting in any TCP coordinated trainings. Please disable your AI notetaker before joining a training. If a trainer notices an AI notetaker in the training, it will be removed from the meeting.

Zoom Technical Assistance

28. Overview

o The best place to get assistance with Zoom, is Zoom. We've linked some helpful articles below:
o "Joining a Zoom Meeting"
o "Frequently Asked Questions"
o "Basic In-Meeting Settings"
o "Participating in Meetings" and "Participating in Breakout Rooms"
o "Joining a Zoom Test Meeting" – If you've had difficulty with Zoom, this article may be really helpful!

29. How do I fill out Zoom polls?

o When a poll is launched a pop-up box will appear on your screen
o Type in or select your response
o Click "Submit"

Certificates and Attendance

30. When will I receive my training certificate?

o Typically, within 3-5 business days.
o If you have not received your training certificate within that timeframe, see I did not receive my certificate. What do I do?

31. How will I receive my certificate?

o You will receive your certificate via the email you used to register for the training.

32. What do I do with my certificate?

o Turn your certificate into your supervisor or other required staff member for documentation.
o Retain a copy of the certificate for your individual training record. You may be asked to produce a copy of your training certificate to verify your training transcript.

33. I did not receive my certificate. What do I do?

First, check your Junk/Spam folder.

- o If you have not received your training certificate after 2 weeks, complete [THIS Microsoft Form.](#)
- o For live trainings, if you missed a roll call, you are not eligible to receive a certificate.

34. Should I contact the trainer for my certificate?

- o No, you should complete [THIS Microsoft Form.](#)

35. Why didn't I receive a certificate?

- o Live trainings
    - a. You must be present for the entirety of the training, all attendance checks/roll calls throughout the training, and complete any additional forms/surveys as specified by the trainer during the training.
    - b. If you join the training after the 15-minute grace period and miss even one roll call, or do not complete the necessary tasks, you will not receive a certificate.
    - c. If you entered your email address incorrectly when registering, the certificate won't be delivered. Please complete [THIS Microsoft Form.](#)
- o On-demand training
    - a. If you entered your email address incorrectly at the beginning of the quiz, the certificate won't be delivered. Please complete [THIS Microsoft Form.](#)

36. I lost my training certificate. Can I request another one?

- o TCP will review lost certificate requests on a case-by-case basis.
- o Participants and their organization's designated Training Compliance Point of Contact are responsible for maintaining training certificates.
- o An example of a request that will not be honored is, "Can TCP send me all of my training certificates for the past year?"

Training Transcripts

Overview

37. What are training transcripts?

- o A training transcript is a record of completed trainings for an individual staff member over the course of one to two contract years. Training transcripts were created to assist organizations and TCP in managing which required trainings staff have attended in order to ensure compliance.
- o Each program contract has a training transcript in their contract with TCP. Please refer to this.

38. Who needs a training transcript?

- o Nearly every staff member on TCP contracts must have a training transcript.
- o If you believe you're exempt from training transcripts and/or training requirements, please contact us at training@community-partnership.org

39. What do I do with the training transcript?

- o Your organization is required to keep records of your training through the training transcript and training certificates. Please ask your organization's leadership about their policy for completing and storing your transcript and certificates.

40. Do I still need my training certificates since we have the training transcript?

- o Yes. TCP may need to review training certificates with the training transcript Think of the certificates as your receipt for completing a training.

41. I forget which trainings I took. Can I ask TCP to send me a list of the trainings I completed?

- o No. TCP is unable to pull complete training records for staff. Please refer to the section on lost certificates.

42. I bill my time to multiple, different contracts. How does that impact my training requirements?

- o Program managers and other staff who bill to two contracts/grants should track their training and compliance based on the contract they bill most of their time to.
- o If a staff person splits their time evenly, they can just pick one contract period to base their trainings and compliance on. The staff person should indicate on their training transcript that they bill to 2 contracts and which contract they are using to monitor compliance.
- o The exception to split billing being if one contract has more training requirements than the other, the employee will be responsible for completing all training requirements in that contract, even if the contract they bill the majority of their hours to has fewer training requirements (i.e. you have to fulfill the training requirements of all contracts you bill time to).
- o Staff do not need to take double the trainings; all trainings they attend will count for both contract requirements.
    - a. See New Job or Two Jobs section below for more information.

Annual and Bi-Annual Trainings

43. Do annual trainings go by calendar year?

- o No. Annual trainings are based on your organization's contract cycle. For example, if your organization's contract starts February 1, 2024 and ends January 31, 2025, you would need to attend your annual trainings within those dates.

- Starting in July 2024, TCP began updating contract language to address contract cycles longer than 18 months. For contracts originally issued, or modified/extended to last 18 months or longer, the annual requirement resets at 18 months, meaning annual trainings must be re-taken.

44. Do bi-annual trainings go by calendar year?

- Yes and no.
- Starting in July 2024, TCP began updating contract language to limit the maximum time between bi-annual training requirements to 24 calendar months. However, that timeframe is still connected to contract cycles. While bi-annual requirements can carry over from the contract of completion to a second contract, they cannot be carried into a third contract, and the time between training completion cannot exceed 24 months.
    a. Ex. Person A takes a bi-annual training course during the first month of a 16-month contract. The next contract is 12 months, and there is no time gap between the contracts. Staff A would need to retake the bi-annual training before the end of the 12-month contract because there would be more than 24 months between the completion dates.
    b. Ex. With the same contract set up as the last example, if Person B takes the training at the end of the 16th-month contract. Person B would not need to retake the bi-annual training before the end of the 12-month contract because they would be within 24 months of completion, and they would be within the 2nd contract cycle. Person B would only need to retake this training after the end of the 2nd contract cycle/beginning of the 3rd contract cycle

45. How do I track "bi-annual" training requirements?

- First, make sure your training credit is still good. That means that the date on your training certificate must be no more than 24 months ago, and within the past two contract cycles. See the previous question for more information.
- Second, keep your certificates for trainings that are still active.
- Third, copy the bi-annual training information (that is still current/not expired) from your old transcript to your new transcript for the most recent contract period.

46. When do I have to take bi-annual trainings? Can it be within my first two years at my organization?

- You must complete all required trainings within the first year of employment, unless transferring your transcript from another organization.
    a. See question 10 for more information.
- After taking the training initially, you only need to take the bi-annual trainings once every other contract cycle, not exceeding 24 months between trainings, unless otherwise marked in your contract or transcript.

47. My training transcript says the time frame for training is "90 days of hire and then annually*" Do I need to complete this training requirement within the first 90 days of the contract period?

   o The 30/60/90 day time frame is only for new hires.
   o After the initial training, staff only need to train on that topic on the annual or biannual basis.
   o For example, the ADA and Reasonable Accommodation topic is usually required within "90 days of hire and then annually*." If you take this training within your first 90 days of hire, at the start of the next contract cycle/contract year (whichever applies), you have the entire duration of the contract cycle/year to retake the applicable training.

Training Topics

48. The training transcript says "Training Topics" and "Training Titles." What's the difference?

   o TCP's Training Team began updating the offered trainings in July 2023. In order to ensure attendees receive credit for old and new trainings, we've started tracking the trainings by the topics they cover, instead of the name of the training.
   o If TCP changes the names of trainings or the courses offered, you'll still know which training topics you've already covered.

49. How do I know which topics are included in the training I took?

   o TCP's Course Catalogue will list the current trainings and the topics they cover. It also lists past trainings, the topics they covered, and when the training was last offered.
   o The topics are offered listed on the bottom of the training certificate

50. On my transcript, can I write down a single training title for more than one training topic?

   o Yes, and you should! If your certificate and/or the Course Catalogue says that the training covered various topics, you should write the training title for each training topic it covered.

51. My training transcript says I need to take a training on a training topic (ex. Topic C), and I've already completed trainings for several topics (Topic A and Topic B). The only training that's currently offered includes topics I've already completed (ex. Topic A, Topic B, *AND* Topic C). What do I do?

   o The trainings offered and the combination of training topics covered may change. Sometimes, the new trainings will combine topics you've already completed.
   o You would need to take the trainings available to complete your training transcript, even if the topics overlap.
   o You're more likely to avoid this overlap by completing your training requirements earlier in your contract period.

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New Job or Two Jobs

52. I worked at a different organization and took all my required trainings. Do I need to retake them?

- o It depends.
- o For the most part, your trainings transfer with YOU. If you have a certificate showing you completed a training, then you completed the training. However, YOU must maintain training records if you want to take them to a different organization. TCP does not reissue certificates for this purpose.
- o There are 3 things to keep in mind when "transferring" your transcript. Contract periods, training requirements, hire date specific trainings:
  - o Contract periods
    - There are different timelines for different contracts in DC's CoC. While your last organization might have had an October to September contract, your new organization may have a February-January contract, or another variation. You must make sure any trainings you're transferring line up with the contract cycle of your new organization.
  - o Training Requirements
    - Training requirements differ based on program and position. You may have new training requirements at a new organization, even if you have a similar position. Make sure to check what your new training requirements are.
  - o Hire specific trainings
    - Certain trainings must be completed when you are hired, regardless if you already took the training. This will be noted on your training transcript in the "time frame" column.

53. I work at two different organizations; do I need to take all the required trainings twice?

- o Short answer: No
  - o If you attend a training that fulfills the training requirement at both organizations, you do not need to take the training twice.
- o However, please keep in mind the three items mentioned in question 51: contract periods, training requirements, hire specific date. Refer to question 51 for more details.

54. I work at two different organizations; can I just use one training transcript?

- o No. You must have a separate transcript for each organization.